centro de treinamento · ctw · wise up franchising

P10 MANUAL 2011

YOU move
INGLÊS PRA VOCÊ VENCER

WISE UP
Inglês Inteligente

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INTRODUCTION

The School Coordinator's objective is to maintain the standards and the quality of the English teaching that takes place according to the Wise Up method.

In order to do that, he must keep in touch with the Research and Development Department and its divisions: the Teaching Department, the Writing Department, and the Copy Editing Department.

The Writing and Copy Editing Departments are responsible for thinking up methods, exams, keys, and all academic materials that are to be used in our schools.

The Teaching Department's main goal is to make sure the method is applied accordingly in all branches. Class quality control, the planning of Class Programs, and the training of new teachers are among its many responsibilities.

Within his school, the Coordinator must focus on the constant management of people, patterns, ideas, and resources.

MANAGING PEOPLE

The Coordinator deals with students and teachers on a daily basis, helping solve problems whenever possible and forwarding to the correct department those unrelated to the Teaching Department.

The success of his management depends on his being respectful and considerate in his relationship with both students and teachers alike.

MANAGING PATTERNS

Our method abides by a number of classroom management patterns, as well as the correct application of the material.

It is the Coordinator's duty to make sure these patterns are maintained.

MANAGING IDEAS

As he always deals with several people in academic circumstances, the Coordinator must be able to manage new propositions a teacher may come up with, making sure the Research and Development Department is made aware of said propositions at all times.

MANAGING GOALS AND RESULTS

The Coordinator is responsible for managing goals related to his department, such as attendance control and the number of students in each group. He reports to both his Franchisee and his Regional Coordinator as a means to obtain satisfactory results.

COORDINATION CHECKLISTS

I. CHECKLIST

Coordinator

The activities contained in the Coordinator's Checklist are divided into two phases.

The first of those is the Checklist to be used upon the opening of the school—and it involves all the procedures that must be observed before classes begin.

The second involves the Coordinator's regular activities, which are presented according to their periodicity.

Thus, they are divided into daily, weekly, and monthly.

As previously stated, it is the Coordinator's duty to manage people, patterns, resources, and ideas. Because of that, checklists tend to be flexible, in constant need of adaptations and rearrangements.

It is advisable to organize it every day, according to the daily needs of the checklist.

II. UPON OPENING THE SCHOOL

This checklist contains all the procedures that must be observed before the first activities of the Teaching Department are carried out.

1. Put together folders for the Coordinator, the teachers, the Reception, and attendance lists.

Procedure:

• The Reception folder must contain an up-to-date Excel timetable and the National Class Program adapted to any regional holidays.

• The Teacher's folder must contain an up-to-date Excel timetable and the National Class Program adapted to any regional holidays, along with each group's home assignments.

• The Attendance List folder must contain all of the school's attendance lists, separated in plastic bags identified with the group's identification data and the teachers's names.

• The Coordinator's folder must contain an up-to-date timetable, the National Class Program adapted to any regional holidays, Class Appraisal Forms, the Placement Test Guide, Placement Test Forms, a list of students who will start the course on the following week, and a list of students who are eligible to take the test.

• Folders are to be reorganized monthly so the information contained in them is constantly updated.

2. Ordering office supplies.

• Upon opening the school, the form to be used when ordering office supplies must contain: A4 paper for general prints; blue, red, and black ball-point pens; highlighters; staplers and staples; glue; paper clips; scissors; a ruler; a pencil sharpener; adhesive tape; a staple remover; a calculator; a schedule; blank CD-ROMs; a desk organizer; markers; Contact paper; board erasers; plastic bags; and stickers.

• A monthly order is to take place via email to the Administration to make sure all the supplies are available at all times.

3. Computer files are to be formatted accordingly.

The Teaching Department files are to be organized in folders, and essential software must be installed.

Procedure:

• The following software is to be installed at once: Microsoft Office 2007 (or more recent), Adobe Acrobat Reader, and WinRAR.

• A printer must be installed.

• Internet access is indispensable.

• The following files (found on the You Move CD) are to be printed and placed in a box or binder:

a) Exams;
b) Exam Keys;
c) Training Material;
d) National Class Program;
e) Extra Classes;
f) Company Report forms;

g) Class Appraisal forms;
h) the P10 Manual.
i) Teaching Department files;

4. Open an email account for the Teaching Department according to the following patterns:

Procedure:

• The Teaching Department is to have an Outlook, Outlook Express, or G-Mail account according to the following pattern:

city-state@youmove.com.ar or
neighborhood-state@youmove.com.ar

Examples:

• **curitiba-pr@wiseup.com.br**
• **paulista-sp@wiseup.com.br**

Should there be any doubt, contact this email:

gerenciadefranquias@wiseup.com.br

5. Order Teacher's Guides and disc-sets according to the number of teachers. The Coordinator must also have a kit at his disposal at all times.

• The franchisee is to send an email to *Gerência de Franquias* ordering a complete You Move kit for every teacher employed at his branch.

• The material is to be made available for the training program—a complete You Move student's kit—for the Teaching Department to use at the Placement Exam and upon training new teachers.

• A CD Player is to made available to every teacher.

6. Order the following books for reference and research:

• Longman Dictionary of Contemporary English;

• Macmillan English Dictionary for Advanced Learners of American English;

• Practical English Usage, Michael Swan, Oxford University Press;

• The Good Grammar Book, Michael Swan & Catherine Walter, Oxford University Press.

7. Organize an online schedule in a Microsoft Office Excel spreadsheet that will contain appointments between students and either the Coordinator or Student Services.

Procedure:

• Open a new Excel spreadsheet and save it, for instance, as "Agenda Paulista Agosto 2011," according to the following parameters.

• Save it on the receptionists' computer and make it available to every computer on the network.

• The morning shift receptionist is to open and save a new file for the following month every 20th day.

• The file will be shared by the Teaching Department and Student Services, and will therefore contain the names of all the staff members of both departments.

• The file is to be opened only upon the scheduling of an appointment, and must be saved and closed immediately so others can access it.

• After every entry, the file is to be saved and any information previously contained in it is to be preserved.

• Should the appointment be cancelled or rescheduled, the file is to be updated immediately in order for the previously allotted time to be made available again.

• The file cannot be saved by two users simultaneously, but it can be viewed by an indefinite number of users at any time.

Rules for Scheduling Appointments:

1. Each staff member is to determine what hours will be made available in his column by making the cells white. The cells that refer to hours at which they will not be available for appointments are to be made gray.

19:30		
20:00		
20:30		
21:00		
21:30		

2. No other colors than the ones mentioned above are to be used. Such activities as breaks, lunch breaks, teachers' meetings, training courses, etc., are to be mentioned in the schedule.

	Michele
09:00	
09:30	
10:00	
10:30	
11:00	
11:30	
12:00	AL. ATIVO: DANIELE NOVAIS
12:30	
13:00	
13:30	
14:00	LUNCH BREAK
14:30	LUNCH BREAK
15:00	
15:30	
16:00	
16:30	
17:00	
17:30	
18:00	

3. Every contact with the student is to be described in the form of a follow-up on the ERP. In case the student is looking to cancel his contract, the follow-up must contain the following: "Student wants to talk about his contract."

III. DAILY CHECKLIST

The Daily Checklist contains the activities that must be executed every day. The following arrangement does not follow a chronological order or any particular order of importance.

1. Organize your workday. Check what appointments have been scheduled and what situations need your attention, thus keeping your schedule organized.

Procedure:

- Ask the receptionist if there are any messages from students so you can contact them.
- Check your online schedule for Placement Tests and appointments.
- Check what activities must be executed on this day, described in the checklists contained in this manual.
- Check what eligible students have yet to schedule their exams.

2. Update attendance information (that of teachers and students) on the P10.

Procedure:

To contact students who have missed classes, the following criteria must be observed:

- At the conclusion of a class, the teacher is to contact students who missed classes and enter that information into the P10.
- On Friday and Saturday, the teacher is to inform his Coordinator of the names students who missed classes during the week.
- The Coordinator is to supervise all contacts and the recording of data. Whenever a student has missed four or more classes, the Coordinator is to take action according to the checklists contained herein.

Procedure:

- Set apart the attendance sheets containing the signatures of those students who did attend class so you can identify those who did not.
- Before contacting a student, check his follow-up record (*ocorrências*) in order to learn what information has already been entered about him.
- Make a new follow-up entry even when your attempt to contact him has failed.

• Send the student an email or a letter every time your attempt to contact him has failed.

• Record the teacher's attendance.

• Return the attendance sheets to their respective folder.

3. Apply the Placement Exam to assess a new student's knowledge of the language and place him in a group.

Procedure:

• Schedule the student's first class for the tenth day after his Placement Exam takes place.

• When talking to the student, check his P10 register information, adding or altering information such as phone numbers, addresses, and the like, according to necessity.

• Talk to the student at the scheduled time, following these steps:

Interpersonal Phase

Get to know the student from an academic point of view, checking what English background he has, if any, and what his motivation is. Next, talk about the student's job, getting to know where he works and what time. The goal here is to be able to determine where the student stands from an emotional standpoint and to get to know what would be the best time for him to have classes.

Educational Phase

Apply the Placement Test and fill out the Placement Test form. A copy of the form is to be handed to the student. It is important to have a coursebook kit at hand for demonstration on what to do.

Organizational Phase

Instruct the student to come on Mondays and Wednesdays, Tuesdays and Thursdays, Fridays or Saturdays, according to what the school has to offer. Let him know who his teacher will be, and on what day and at what time he should come to his classes.

Closing

It should be emphasized that, for the student to succeed, it is important that he be present at every class, that he do his home assignments and prepare the lessons according to the procedures explained to him during the Placement Exam. Clarify any doubts related to the method. As soon as you're done with the Placement Test, enter the information into the P10. Remind the student that his first class will take place ten days after the Placement Exam.

4. Talk to students whenever they have problems or doubts.

Procedure:

Make a new follow-up entry at the end of any contact with a student, in person, over the phone, or via email, including messages left and the name of the person who took them.

5. Call back students who could not reach you.

Procedure:

• Make sure you call those students who have tried to reach you as soon as you can so as not to jeopardize the students' progress in class.

6. Teach classes according to the rules and regulations of the school, on days and at times when the school is not too busy. The Coordinator must have at least one regular group at all times.

Procedure:

Follow the You Move method.

IV. WEEKLY CHECKLIST

1. Meet with the Head of Student Services to discuss any situation that needs solving.

Procedure:

• Discuss the week's student-related occurrences.

2. Hold the Teachers' Meeting.

Procedure:

The meeting is compulsory and it must last no longer than one hour. Discussions on Method and

Procedures are to be held. It must be scheduled on the same day and at the same time every week. Teachers must be warned prior to their hiring that participation in the weekly meeting is indispensable.

Topics for discussion:

• Any new procedure is to be informed

• Feedback on topics discussed at the previous meeting

• Any complaint made by a student

• Any student who is having difficulty learning

• Class presentations

• Refresher courses

3. Check and improve the number of students per group.

Procedure:

• The timetable must contain about six time slots on weekdays and three time slots on Fridays and Saturdays.

• Every week, check whether or not small groups can be closed. Such groups usually have limited academic production.

• Contact students to check whether or not they would be interested in having classes at a different time. That should be done every week because a lot of the groups that start out with six to eight students may come down to two or three students. It's not unusual for the remaining students to be able to study at different times, although they do nothing about it until the Coordinator asks them.

• Place new students in existing groups, as each group can hold a maximum of 20 students.

V. MONTHLY CHECKLIST

1. Organize attendance sheets in a folder.

• Put together a folder containing the school's attendance sheets.

• Place the folder at the reception.

• Organize the attendance sheets in plastic bags according to the teacher and the days of the week.

5. Check the number of students the school will have the following month.

Analyzing the Students Without a Group report.

Procedure:

• Check whether all new students have had their *Class Zero* and Placement Exam. In case there are any that still have not had one of the two, inform Student Services.

• Ask Student Services whether all students who have had their *Class Zero* and Placement Exam have received their coursebooks and disc-sets so you can place them in groups. Their material is to be delivered to them no later than ten days after the Placement Exam.

• Make sure new students are coming to class. In case a new student fails to show up, call him immediately to find out what's wrong.

• Make a new follow-up entry every time you contact or try to contact a student.

6. Observe Classes and fill out the Class Appraisal Report.

It is the Coordinator's duty to observe classes and help his teachers improve their skills. It is also his duty to turn in the Class Appraisal Report to his Regional Coordinator.

Procedure:

• Let the teacher know you will observe his class with a 10-minute notice.

• Ask him to show you his class preparation, as per the instructions contained in the Teacher's Guide.

• In case the teacher has failed to prepare his class, or if he claims "it's all in his head," tell him he will not be giving that class. Give it yourself and give him a written warning. Next, schedule another day to observe his class.

• Observe the class and fill out the Class Appraisal report.

• Offer feedback to the teacher after class observation, making sure you highlight positive aspects of his class before you criticize negative ones. If necessary, schedule a refresher course.

• Next, submit the Class Appraisal report to your Regional Coordinator, who will, in turn, help you find solutions to any possible problem.

7. Print Attendance Sheets.

Procedure:

• Make sure each and every attendance sheet is printed correctly, verifying the students' and the teacher's names.

• Place them in the folders at the reception.

8. Send periodical attendance and performance reports to companies.

Procedure:

• Include all the data requested by the company's HR, as per prior specifications between the company and the school.

• Send the report to the department in charge, with a copy to your Regional Coordinator.

VII. OCCASIONAL CHECKLIST

This checklist contains all the activities that have to be observed periodically, be it once or several times a year. For that reason, its relevance depends on the Coordinator's ability to organize his schedule.

1. Verify all of the year's local holidays.

Procedure:

In the event of local holidays, that is, those not contained in the National Class Program, the Coordinator is to inform his Regional Coordinator, via email, of all the necessary adaptations.

2. Train and hire new teachers whenever necessary.

Procedure:

• Place an ad in the newspaper and/or gather all the résumés sent to you via email or left at the reception.

• Analyze the résumés and schedule interviews.

• Apply the Entrance Exam to all those applicants who meet the school's language command and availability requirements.

• The training course should abide by the standard You Move program.

3. Run Refresher Courses so teachers can overcome deficiencies or incorporate new techniques as per instructions received from the Research and Development Department.

Procedure:

• Identify what topics need to be reviewed according to the method.

• Let your Regional Coordinator know what the contents of your Refresher Course will be.

• Run the Refresher Course.

• Observe the classes of those who participated to verify what improvements they show.

4. Stay in touch with your Regional Coordinator.

Procedure:

Stay in touch with your Regional Coordinator to solve any doubts related to the use of the material, the National Class Program, hiring teachers, or any other teaching-related or student-related issues.

Notes

CONSIDERATIONS: TEACHERS AND THE COORDINATOR

I. General Considerations: The Coordinator

Coordinators are directly related to their teachers. With that in mind, it is essential to stress a few points, such as posture and communication.

1. Coordinator's Posture:

• Always motivated and considerate, leading through examples of conduct and professionalism

2. Coordinator's Feedback:

• Coordinators must offer their teams constant feedback as a tool to promote improvement of skills and professional growth.

3. Goals and Challenges:

• Coordinators must always set goals and challenges to their teams so they can constantly overcome obstacles and grow.

4. Praising and Constructive Criticism:

• Coordinators must analyze the performance of their teachers and offer them feedback on a regular basis. In case teachers fail to act appropriately, the Coordinator is to let them know of their transgressions and to show them how they are expected to behave. Praising and criticism are important tools to make sure performance is within the desired standards.

• Besides attitude and posture, the communication between Coordinators and their teams is of the essence if the work is to flow in an efficient and patterned manner.

• Should the issue be one of a disciplinary quality, brought forth due to a problem in the quality and standards of the You Move classes, the Coordinator is to use such disciplinary methods as verbal warnings, written warnings, suspension, and, lastly, just cause termination of employment.

• Other aspects of the communication between Coordinators and their teams must be mentioned: not only what the message is, but also, and more importantly, how that message is conveyed. Communication must be accurate. Clarity and precision are extremely important to prevent doubts or misinterpretations.

5. General Considerations: Teachers

Teachers are expected to conform to the routine of activities that are the attributes of their occupation as members of the teaching staff in a You Move school. It is the Coordinator's task to supervise that routine of activities on a regular basis.

Routines:

1. Before Classes Start

• Teachers are to arrive at the school and go about their daily Group Management duties, such as contacting students, recording absences, etc. They are to pick up the attendance sheet folder at the Reception and make sure they have all the materials needed, such as markers, erasers, CD players, CDs, etc.

• They must check whether the classroom is clean and properly organized.

• They must start classes punctually, regardless of how many students have arrived.

2. During Class

• They must ask students to turn off their cell phones or set them on vibrate.

• They must never answer their own telephones or read or write text messages on them.

• At the end of the class, they must ask all students to sign the Front Page accordingly.

• They must return their students' home assignments after proper correction.

3. After Class

• Leave the classroom organized for the next class that will take place in it, be it their own or someone else's.

• Return folder to the Reception.

• Check whether there are messages from the Coordinator.

• Go on about their daily tasks.

• Inform the Coordinator of any problems or doubts that may have arisen during the course of the day's classes.

4. Teacher's Meeting

Participating in the Teachers' Meeting is mandatory.

Topics to be discussed every week include:

• Adaptation to the method and occasional student-related problems

• Students having difficulties or missing classes

• Teachers must participate in training programs and refresher courses as planned by the Research and Development Department.

Notes

P10 MANUAL

1.1.1 Creating Groups

This routine allows for groups to be created. Follow these steps:

Step 1: Atualizações > Gestão Acadêmica > Curso Vigente x Sala

• Click on ***Atualizações*** on the left.

• Select ***Gestão Acadêmica*** on the left.

• Click on ***Curso Vigente x Sala*** to view the course.

• Select the CURRENT course.

• Click on ***Alterar***.

A window will pop up containing all current courses vs. rooms and one group for each weekday, as seen here:

Group	Day
M01	Mon/Wed
T01	Tue/Thu
F01	Friday (2 classes)
S01	Saturday (2 classes)

• Select the last group record.

• Press the down key ⇩ on your keyboard.

• A group will be created with a sequential code, following the group you had selected.

• Change the code according to necessity (day/time).

• Fill in the fields ***Código Local***, ***Código Prédio***, ***Andar***, by clicking on each field twice and then clicking on the magnifying glass icon that will show.

• Click **OK** to confirm the operation. A group has been created.

• Click on ***Sair*** to exit the screen.

Step 2: *Atualizações > Gestão Acadêmica > Grade de Aulas*

The system will produce the Timetable.

• Select the week's group from which to originate a new group. For instance, if the group to be created is an **S** group, select **S01**.

• Click on ***Replicar*** on the left and the ***Parâmetros*** window will pop up.

• In the **Group** field, type the code of the group you wish to open.

Note
In case the group information is not visible, select ***Curso Vigente Atual*** (e.g. 2011 • 000002). The ***Período Letivo*** must be **01**.

• Click **OK**.

• The Timetable screen containing the new group will then pop up.

• Click on ***Código Horário*** and fill in all the subgroup fields. For instance, for Mon/Wed, fill in all seven lines for Monday and repeat the procedure for Wednesday. The same is to be done for Tue/Thu. For Friday and Saturday groups, fill in all seven lines from the first part of the class and repeat the procedure for the second part of the class.

• Click on ***Matricular Professor*** and assign a teacher for the group. Do not forget to fill in the subgroup fields as well.

• Click **OK**. After that, if a window pops up containing information about time, click on ***Confirmar***.

Attention: Do not fill in these fields: ***Data inicial***, ***Data Final***, and ***Habilitação***.

1.1.2 Scheduling a Placement Test

Routine:

Atualizações > Secretaria > Alunos

• Click on ***Atualizações*** on the left.

• Select ***Secretaria*** on the left. Click on ***Alunos***. A window containing a list of all your students will pop up.

• Locate the desired student by selecting the ***Buscar*** field in the upper part of the window. Type in, in CAPS LOCK, either the student's ***RA*** or his name, etc.) and click on ***Buscar***.

• Select the desired student and click on ***Visualizar*** on the left. A window containing the student's records will pop up.

• Click on ***Manutenção*** on the left. A window identified as ***Solicitação de Requerimentos • Manutenção*** will pop up.

• Click on the ***Script*** icon in the upper part of the window. Another window will pop up. Fill in with the date and time of the Placement Test and click **OK**.

1.1.3 Recording the Placement Test

On the day of the Placement Test, follow the 1.1.2 routine (above) and fill in the fields ***Compareceu*** and ***Nível***.

In case the student fails to come to the Placement Test, reschedule the test, and fill in the fields ***Data Reagendamento*** and ***Hora Reagendamento*** with the new date and time information.

1.1.4 Allocating Students to Groups

Routine:

Atualizações > Secretaria > Requerimentos

• Click on ***Incluir*** and a window will pop up containing the message, ***Solicitação de Requerimentos – Incluir***.

• Click on the magnifying glass icon next to ***Código Tipo***. Another window will pop up.

• Click on ***Alocação de Alunos*** and click **OK**. The following fields will already contain information: ***Descrição Tipo***, ***Versão***, and ***Tipo Solicitação***.

• Click on the magnifying glass icon next to ***Identificação*** and select the student. Click **OK**.

• After the student has been selected, press ENTER and a window containing that student's registration information will pop up.

REMEMBER: To locate a student, type his name in CAPS LOCK underneath the ***Pesquisar*** button.

• On the upper menu click on ***Script***. A window will pop up. The student's level information will already be there, according to the Placement Test record.

• In the ***Curso*** field, click on the magnifying glass icon. A window will pop up containing the message, ***Consulta Padrão – Itens da Grade de Aula***. You will see all the active groups and their respective available spaces, as well as each group's assigned teacher. Select the desired group and click **OK**. The following fields will already contain information: ***Turma***, ***Período***, ***Subturma***, ***Dia da Semana***, ***Hora Início/Fim***, ***Professor***, and ***Hora***.

• Click **OK** on the upper menu of the ***Script*** window.

• Finally, click **OK** on the upper menu again. The same window, ***Solicitação de Requerimentos – Incluir***, will pop up, blank. Click on ***Cancelar***.

• The student's bullet must be green after his allocation to his group.

1.1.5 Moving Students from One Group To Another

Routine:

Atualizações > Secretaria > Alunos

• Click on ***Atualizações*** on the left.

• Select ***Secretaria*** on the left. Click on ***Alunos***. A window containing a list of all your students will pop up.

• Locate the desired student by selecting the ***Buscar*** field in the upper part of the window. Type in, in CAPS LOCK, either the student's ***RA*** or his name, etc.) and click on ***Buscar***.

• Select the desired student and click on ***Visualizar*** on the left. A window containing the student's records will pop up.

• Click on the ***Requerimentos*** icon on the upper menu. A window will pop up.

• Click on ***Incluir*** on the left. The ***Solicitação de Requerimentos*** window will pop up.

• Click on the ***Código Tipo*** field and select ***Transferência Turma***.

• Next, click on the ***Script*** icon on the upper menu.

• Click on the ***Turma Destino*** field and the ***Consulta Padrão • Cabeçalho Grade de Aulas*** will pop up.

• Select the group to which the student is being moved and click **OK**.

• Click **OK** again.

• Another window will pop up. Click on ***Cancelar***.

Note

If a message pops up informing you that the students absences could not be moved, click **OK** to interrupt the process.

The entry's bullet must be **green** when the operation is concluded.

1.1.6 Recording Absences

Routine:

Gestão Educacional > Atualizações > Gestão Acadêmica > Apontamento de Faltas

In order to record a group's absences, the group's teacher must be properly assigned in the ***Matrícula do Professor*** field in all 14 classes contained in that group's timetable.

• Click on **Incluir**.

• Click on the magnifying glass icon to the right of the ***Curso Vigente*** field. Select the desired group and click **OK**.

• Click on the magnifying glass icon next to ***Código Disciplina***.

• Select the ***Inglês Multinível*** discipline and click **OK**.

• Enter the date and click on the magnifying glass icon next to the ***Aula*** field.

• Select the desired class time and click **OK**.

• Click on the magnifying glass icon next to ***Matrícula Professor***, select the teacher, and click **OK**.

If no teacher name is displayed, click on the ↑ icon. If the teacher's name still cannot be seen, check whether he is assigned to this group on this day's timetable.

• Fill in the ***Faltas*** field next to each student's name by selecting **1** for "absent" and **0** for "present". Even if all students were present, it is necessary to do so in order for this class to be recorded.

• Click **OK** on the upper menu to conclude the operation.

Note
Remember that there will be seven classes per day for all Mon/Wed and Tue/Thu groups, adding up to 14 classes per week. Classes will be classified as **001** for the INTRO subgroup, **002** for the A1 subgroup, and so on.

There will be 14 classes per day for all Friday and Saturday groups. Classes will be classified as **001** for the INTRO subgroup, **002** for the A1 subgroup, and so on. Upon recording an absence for a Friday or a Saturday student, do not forget to do so for the two classes the student would have had that day.

1.1.7 Follow-Up

Routine:

Atualizações > Secretaria > Alunos

• Click on ***Atualizações*** on the left.
• Select ***Secretaria*** on the left. Click on ***Alunos***. A window containing a list of all your students will pop up.
• Locate the desired student by selecting the ***Buscar*** field in the upper part of the window. Type in, in CAPS LOCK, either the student's ***RA*** or his name, and click on ***Buscar***.
• The ***Cadastro de Alunos – Visualizar*** window will pop up. Click on the ***Ocorrências*** icon on the upper menu.
• Click on ***Inserir*** on the left. The ***Nome – Inserir*** window will pop up. Click on the magnifying glass icon to select the type of entry. The School Coordinator will use one of the following three: ***Acadêmico***, ***Frequência***, and ***Contato***.
• Briefly describe what has happened (contact via phone, email or in person) in the ***Motivo*** field. The ***Ação*** field is not to be used.
• Select the ***Status*** field and click **OK**.
• Click **OK** on the upper menu. Another window will pop up. Click on ***Cancelar***.

Note
In case a student has been transferred from another branch, all follow-ups recorded in the branch from where he came can be accessed through the following routine: ***Gestão Educacional > Atualizações > Gestão Acadêmica > Ocorrências***. It is necessary to filter this information using the student's registration (***RA***). The branch from where he came cannot access follow-ups recorded by the branch to which he transferred and vice versa. The branch to which he transferred can only access the follow-ups recorded within itself.

Note
It is possible to access all the follow-ups of a student, regardless of how many branches he has studied at, through the ***Relatório de Ocorrências*** report. However, only the student's current branch will have access to that report. The branch from where he came cannot access the report because his status is no longer active at that branch.

Routine for the ***Relatório de Ocorrências*** report: ***Gestão Educacional > Relatórios > Gerais > Ocorrências***. The report will contain all of that student's follow-ups, regardless of how many branches he has studied at.

1.1.8 Recording Grades/Scheduling Exams

Routine:

Atualizações > Secretaria > Alunos

• Click on ***Atualizações*** on the left.
• Select ***Secretaria*** on the left. Click on ***Alunos***. A window containing a list of all your students will pop up.

• Locate the desired student by selecting the ***Buscar*** field in the upper part of the window. Type in, in CAPS LOCK, either the student's ***RA*** or his name, and click on ***Buscar***.

• Select the desired student and click on ***Visualizar*** on the left. The ***Cadastro de Alunos*** window will pop up.

• Click on the ***Requerimentos*** icon on the upper menu. A window containing a list of all of that student's entries will pop up.

• Click on ***Incluir*** on the left.

• The ***Solicitação de Requerimentos*** window will pop up. Click on the ***Código Tipo*** field and select the ***Solicitação Avaliação/Alteração Nível*** option.

• Next, click on the ***Script*** icon on the upper menu. Fill in the ***Data Prova*** and ***Hora Prova*** fields.

• After the exam takes place, the following routine is to be executed for the grade to be recorded: ***Atualizações > Secretaria > Alunos***.

• Select the desired student and click on ***Visualizar***.

• Click on ***Requerimentos.***

• Select the ***Solicitação Avaliação/Alteração Nível*** option and click on ***Manutenção*** on the left.

• The ***Solicitação de Requerimento – Manutenção*** window will pop up.

• Click on ***Script*** and on ***Compareceu – Sim***. Enter the student's grade.

• Click **OK**.

The entry's bullet must be green when the operation is concluded.

The bullet will go black in case the student fails to pass his exam, in which case the student will need to attend another six classes before he is to take the exam again.

If the student fails to show up, the exam is to be rescheduled according to the routine above.

Note
Students grades are calculated and must be recorded using the 0–100 scale.

1.1.9 Changing Teachers

Routine:

Protheus 10 > Gestão Educacional > Atualizações > Secretaria > Transferência de Professor

This routine enables the user to replace a group's assigned teacher with another teacher.

On the starting screen, the following parameters must be determined for the change to take place:

Professor Origem: Click on the magnifying glass icon. A window will pop up. Select the group's current teacher and click **OK**.

Professor Destino: Click on the magnifying glass icon. A window will pop up. Select the desired teacher and click **OK**.

Ano Letivo de: Enter the current year.

Ano Letivo até: Enter the current year.

Período do Ano de: Enter the period of the year.

Período do Ano até: Enter the period of the year.

Área de: Click on the magnifying glass icon. Select the area.

Área até: Click on the magnifying glass icon. Select the area.

Curso Padrão de: Click on the magnifying glass icon. Select the pattern.

Curso Padrão até: Click on the magnifying glass icon. Select the pattern.

Período Letivo de: Click on the magnifying glass icon. Select the module.

Período Letivo até: Click on the magnifying glass icon. Select the module.

Unidade de: Click on the magnifying glass icon. Select the unit.

Unidade até: Click on the magnifying glass icon. Select the unit.

Turno de: Click on the magnifying glass icon. Select the shift.

Turno até: Click on the magnifying glass icon. Select the shift.

Disciplina de: Click on the magnifying glass icon. Select the discipline.

Disciplina até: Click on the magnifying glass icon. Select the discipline.

• A new window will pop up containing all the groups to which the current teacher is assigned.

• Click twice on the group to which you want to assign a different teacher.

• Click **OK** on the upper menu.

• A window containing a confirmation message will pop up. Click **OK** to conclude.

REPORTS

1.1.10 Attendance Sheets

Routine:
Gestão Educacional > Relatórios > Gerais > Lista de Presença

The ***Lista de Presença*** window will pop up. Click on ***Parâmetros*** and enter the following information:

Professor de: Do not use this field if you want to include all teachers. If you do not, click on the magnifying glass icon and select the desired teacher.

Professor até: Enter ZZZZ to include all teachers. If you do not want to include all teachers, click on the magnifying glass icon and select the desired teacher.

Turma de: Do not use this field if you want to include all groups. If you do not, click on the magnifying glass icon and select the desired group.

Turma até: Enter ZZZ to include all groups. If you do not want to include all groups, click on the magnifying glass icon and select the desired group.

Dia da Semana: Select the desired day of the week or select ***Todos*** to include all days.

Status do Aluno: Select the status of the student (either ***Todos*** for all students, or ***Ativo***, for active students only) that will feature on the attendance sheet.

• After entering all the aforementioned information, click **OK** on the lower menu and click **OK** again on the right.

• The ***Dados da Impressão*** window will pop up. Select the location (server or local) and the orientation (portrait or landscape). Click **OK**.

• To print, make sure the following options are ticked: ***Tipo de Impressão (via Windows)***, ***Ambiente (cliente)***, ***Imprimir (escolher todas as páginas...)***.

1.1.11 Groups vs. Students Report

Routine:
Gestão Educacional > Relatórios > Gerais > Turmas x Alunos

• Click **OK**. The ***Alunos x Turmas*** window will pop up. Make sure the following fields on the ***Impressão*** tab are selected: ***Retrato***, ***Cliente***, and ***Em Disco***.

• Click on ***Parâmetros*** and enter the following information: ***Turma de*** and ***Turma até***. To include all groups, leave the ***Turma de*** field blank and enter ZZZ in the ***Turma até*** field.

• After entering all the aforementioned information, click **OK** on the lower menu and click **OK** again on the right.

• The ***Dados da Impressão*** window will pop up. Select the location (server or local) and the orientation (portrait or landscape). Click **OK**.

• To print, make sure the following options are ticked: ***Tipo de Impressão (via Windows)***, ***Ambiente (cliente)***, ***Imprimir (escolher todas as páginas...)***.

1.1.12 First Payments Due Report

Routine:
Gestão Educacional > Relatórios > Gerais > Controle de Qualidade das Primeiras

• Click **OK**.

• The ***Parâmetros*** window will pop up. Enter the date (***Mês Base***) and select ***Exibir Telefone*** (yes/no).

• The ***Controle de Qualidade das Primeiras*** window will pop up. Make sure the following fields on the ***Impressão*** tab are selected: ***Paisagem***, ***Cliente***, and ***Em Disco***.

• Click **OK**.

• Click on ***Sim***.

1.1.13 Eligible Students Report

Routine:
Gestão Educacional > Relatórios > Gerais > Alunos Aptos

• Click **OK**.

• The ***Parâmetros Relatório de Solicitação de Avaliação*** window will pop up. Click on ***Parâmetros*** and inform the following:

Aluno: One student may be selected in order to check whether or not this student is eligible to take the change-of-level exam. To search all eligible students, leave this field blank.

To select a student, click on the magnifying glass icon to the right of the ***Aluno*** field. A window will pop up. Select the desired student and click **OK**.

Nível: To select only one level, enter the level code in the ***Nível*** field. To include all levels in the report, leave this field blank.

Turma: To select only the students in a specific group, enter that group's code in the ***Turma*** field. To include all students in the report, leave this field blank.

Status: Select one of the options:

Aptos > to view all the students who are eligible to take the change-of-level exam.

Inaptos > to view all the students who are not yet eligible to take the change-of-level exam.

Ambos > to view all the students.

Tipo: Select one of the options:

Avaliação > for students who will take the exam for the first time.

Reavaliação > for students who have failed to pass the exam and will take it for the second time.

Ambos > to view all the students.

Presença de: 0

Presença até: 99

• After entering all the aforementioned information, click **OK** on the lower menu and click **OK** again on the right.

• The ***Dados da Impressão*** window will pop up. Select the location (server or local) and the orientation (portrait or landscape). Click **OK**.

• The report will show students who are eligible and students who are not yet eligible to take the change-of-level exam according to how many classes they have attended.

• To print, make sure the following options are ticked: ***Tipo de Impressão (via Windows)***, ***Ambiente (cliente)***, ***Imprimir (escolher todas as páginas...)***.

1.1.14 Students Without a Group Report

Routine:
Gestão Educacional > Relatórios > Gerais > Alunos sem Turma

This report enables the user to view all the students who have yet to be allocated to groups.

• The Protheus Report Utilities window will pop up. Click **OK**.

• The ***Configuração da Impressora*** window will pop up. Select the location (server or local) and the orientation (portrait or landscape). Click **OK**.

The report will display the following information:

Alteração Início: whether or not the student has changed the month of his first class.

RA: the student's registration number.

Nome: the student's name.

Primeira Mensalidade: the date of the student's first due payment.

Fone Residencial: the student's home phone number.

Celular: the student's cell phone number.

Email: the student's email address.

• To print, click on ***Imprimir*** on the lower right corner.

1.1.15 Absences Report

Routine:
Gestão Educacional > Relatórios > Gerais > Faltas

• Click **OK**.

• The ***Parâmetros Relatório de Faltas*** window will pop up. Click on ***Parâmetros*** and inform the following:

• The desired period

• ***Data de:***

• ***Data até:***

• ***Quantidade de Faltas de:***

• ***Quantidade de Faltas até:***

• Order by name or by number of absences.

• After entering all the aforementioned information, click **OK** on the lower menu and click **OK** again on the right.

• The ***Dados da Impressão*** window will pop up. Select the location (server or local) and the orientation (portrait or landscape). Click **OK**.

The report will display the following information:

No. do RA: the student's registration number

Nome do aluno: the student's name

Aulas: the number of classes within a given period of time

Faltas: the number of absences per student within a given period of time

Presenças: the number of classes attended within a given period of time

Turma: name and number of a student's groups

Subturma: the student's level

Email: the student's email address

Fone Residencial: the student's home phone number

Fone Contato: a phone number to leave messages at

Celular: the student's cell phone number

To print, make sure the following options are ticked: ***Tipo de Impressão (via Windows)***, ***Ambiente (cliente)***, ***Imprimir (escolher todas as páginas...)***.

1.1.16 Follow-Up Report

> **Routine:**
> *Protheus 10 > Gestão Educacional > Relatórios > Gerais > Ocorrências*

This report enables the user to view all the follow-ups recorded at the branch. Follow-ups may be viewed as organized per student or in general, within a given period of time.

• The ***Ocorrências*** window will pop up. Click **OK**.

• The ***Parâmetros*** window will pop up. Inform the following:

Data de: Inform the starting date from which you want to view follow-ups.

Data até: Inform the final date.

RA de: Inform the registration number of the desired student.

RA até: Inform the registration number of the desired student.

The printer settings window will pop up. Click **OK**.

> **Note**
> To view information about all the students at the branch, inform the following:

RA de: leave this field blank.

RA até: ZZZ

To conclude the operation, click on ***Sair*** on the lower right menu.

> **Note**
> It is also possible to view follow-up information through execution of the following routine: *Atualizações > Gestão Acadêmica > Ocorrências.*

• Click on ***Filtro***.

• Click on ***Editar Filtros***.

• Select ***Data*** on the ***Campos*** menu.

• Click on ***Adicionar***.

• Click **OK**.

Through execution of the aforementioned routine it is possible to view follow-ups within a given period, but it is not possible to print the report.

It should also be noted that only follow-ups recorded within the student's current branch will be displayed. It is not possible to view follow-ups recorded in the branch from where transferred students came.

To print the follow-up report, execute the following routine: ***Gestão Educacional > Relatórios > Gerais > Ocorrências***.

1.1.17 Attendance Report

> **Routine:**
> *Gestão Educacional > Relatórios > Gerais > Extrato de Faltas x Presenças*

This report enables the user to view all the absences and presences of any given student within a period of time.

The ***Extrato de Faltas e Presenças*** window will pop up. Click on ***Parâmetros***.

The ***Parâmetros*** window will pop up. Enter the following information:

• Click on the magnifying glass icon next to the ***No. do RA*** field, select the desired student, and click **OK** on the lower menu.

• Enter the period from within which you want to

view information in the ***Data de*** and ***Data até*** fields (for example, to view absences and presences recorded between May 1st and June 30th, enter 01/05/YEAR in the ***Data de*** field and 30/06/YEAR in the ***Data até*** field).

• After entering the aforementioned information, click **OK** on the lower menu and click **OK** again on the ***Parâmetros*** window.

As soon as the operation is concluded, the report window will pop up.

Note that the report contains five columns: ***Turmas***, ***Subturmas***, ***Data***, ***Faltas***, and ***Presenças***.

Underneath the aforementioned information, the student's registration number (***RA***) and his current branch are displayed.

Absences and presences are marked with an X in their respective columns.

Note
The following information can also be viewed in the report: the student's changes of level throughout the course and transfers from one branch to another (if applicable).

The number of absences and presences a student had at any given level will be displayed on the lower part of the report. After the analysis of the information has been concluded, click on ***Sair*** on the lower part of the window.

1.1.18 Birthday List

Routine:
Gestão Educacional > Relatórios > Gerais > Aniversariantes do Mês

This report enables the user to view the current month's birthdays.

• Click on ***Aniversariantes do Mês***. The Protheus Report Utility window will pop up.

• Click on ***Parâmetros*** and enter the desired month.

• Click **OK** on the lower part of the window.

• Click **OK** again on the Protheus Report Utility window.

• Click **OK** on the printer settings window.

The selected report will pop up containing students' names and contact information.

1.1.19 Grade Report

Routine:
Gestão Educacional > Relatórios > Gerais > Notas por Alunos

This process enables the user to view a report of all the grades contained in the system.

• Click **OK**.

• Select **Parâmetros** and define the period within which you want to view the Grade Report.

• Select the status desired: (1 - Aprovado; 2 - Reprovado; 3 - Pendente; 4 - Todos) and click **OK**.

• Click **OK** again.

CUSTOMER SERVICE REQUEST

Definition
This process enables the user to register requests for solutions to doubts related to the system, questions about procedures, occasional malfunctions, the creation of parameters and log ins, the development/correction of Protheus reports and routines, etc.
All doubts related to processes and procedures must be forwarded to your Regional Coordinator.
It is to be used every time doubts are not properly solved by the User Manual.

Note
All support requests are answered in 24 hours on average.
The request must be objective and describe the situation in as straightforward a manner as possible.
Provide as many details as you can without losing conciseness. The more detailed the request is, the quicker the reply will be.

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